



REGISTRATION INFORMATION

REGISTRATION DATES

Town of Vienna Residents Walk-in: **Saturday, October 28 from 8:00 a.m. - 11:00 a.m.** (these will be processed before any other mail-ins or drop-offs). All registration taken after 11:00 a.m. (walk-in/mail-in/drop-off) will be processed beginning Monday once all Saturday 8:00 a.m.-11:00 a.m. are processed.

Non-Residents Walk-in/Mail-In: Begins **November 3**

Due to the large number of registrations received and the number of people entering registration we do not give priority to mail in/drop-box/or walk-in after October 28.

REGISTRATION HOURS AND LOCATION

Registration is accepted at the Vienna Community Center Monday - Friday 8 a.m. - 8 p.m., Saturday 10 a.m. - 6 p.m., and Sunday 12 p.m. - 8 p.m.. A registration drop box is located in the main lobby for your convenience at all other times. Items placed in the drop box will be processed along with mail-ins and walk-ins without priority to date or time. Anything received after 4pm will be processed the next business day.

PRORATED CLASSES

We will prorate classes for students registering late for a class, however, we cannot prorate the class fee for students who will miss classes in the middle of the session.

REFUNDS/CREDITS/TRANSFERS

NEW: Full refunds will be given if you cancel 14 calendar days prior to the start of the program. Any refunds after that time will incur the 20% administrative fee. Please see below policies for classes that have already started.

TRANSFERS:

A 10% administrative fee per class/program will be assessed to all transfers.

CREDITS: Credits issued prior to the third class will be charged a 10% administrative fee in addition to charges for classes already conducted. **NO CREDITS WILL BE ISSUED FOR MATERIALS FEES OR POTTERY LAB.**

REFUNDS:

- Once classes begin refunds issued prior to the third class will be charged a 20% administrative fee in addition to charges for classes already conducted. **NO REFUNDS WILL BE GIVEN FOR MATERIALS FEES OR POTTERY LAB.**
- No refunds/credits will be issued after the third class without a note from a physician. **There will be no refunds or credits issued to individuals canceling trips within one week of the trip.**
- Full Refunds will be issued if the Vienna Parks and Recreation Department cancels or changes the advertised schedule prior to the first day of a class/program.
- Classes must reach a minimum enrollment 3 days prior to the start or they will be cancelled. Those enrolled will receive refunds for classes cancelled or may apply the fee to another class.

REGISTRATION FORM

- Please use separate registration forms for each distinct household. (i.e. do not sign up your neighbor on your registration form). This may delay your registration.
- Please include complete address and phone number.
- Include the activity number with section number.
- When registering for more than one class, please submit a separate check or money order for each class. This will eliminate holding up a registration for an open class if one of your desired classes is full.**
- If you must pay in cash we will accept only exact change.**
- CHECKS OR MONEY ORDER NEED TO BE MADE PAYABLE TO: TOWN OF VIENNA UNLESS OTHERWISE NOTED**

TOWN OF VIENNA CITIZENS 65 & OVER

Individuals over the age of 65 residing within the corporate limits of the Town of Vienna may register free of charge for all classes **except those marked with an s/c.** However, a materials fee will be charged when applicable.

FEES

- Sending in the incorrect fee will delay your registration.
- If you must pay with cash, we will only accept exact change.
- Checks or money orders must be made payable to : TOWN OF VIENNA unless otherwise noted.
- CREDIT CARDS ARE ACCEPTED; NO PHONE OR WEBSITE REGISTRATION WILL BE ACCEPTED
- R** next to the fee indicates individuals that reside within the corporate limits of the Town of Vienna.
- NR** next to the fee indicates individuals that reside outside the corporate limits of the Town of Vienna.

CLASS LOCATIONS

All arts and crafts classes are held at the Bowman Arts and Crafts Center, 211 Center St. S. All other classes are held at the Community Center unless otherwise noted. Locations are fully accessible to persons with disabilities. Requests from persons with disabilities are to be requested in writing at least three (3) working days before the day of the event. Call 703-255-6360 or TTY 703-255-5739.

**YOU WILL NOT BE MAILED A CONFIRMATION.
PLEASE WRITE DOWN WHAT YOU
REGISTERED FOR AND WHEN IT STARTS.**

GENERAL POLICY

Please arrive on time for classes. We cannot hold up a classroom of students for one or two who are late.

TO ENSURE THE SAFETY OF YOUR CHILD PLEASE ACCOMPANY YOUR CHILDREN TO AND FROM THE CLASSROOM.

Please pick up your children promptly at the end of class. Before and after class supervision is not available. We may find it necessary to charge an additional fee to parents who are habitually late in picking up their children.

We will reschedule all classes that we cancel, however, we cannot reschedule classes for students who miss classes unless we offer another section of the same program and that section does not have full enrollment.

CONFIRMATION POLICY

Please note the date and time of your class. We register several hundred individuals for each session of activities and cannot give notification of each registration. We will notify you only if your class is canceled or changed, so it is very important that we have a day time telephone number.

HOLIDAYS, TEACHER WORKDAYS & SNOW POLICY

We follow Fairfax County School Schedule with regard to snow.

If school starts late, morning classes are canceled through 12:00 p.m.

If school closes early, afternoon and evening classes are canceled from 12:00 p.m. on.

If there is no school because of snow or a holiday, all classes are canceled.

Classes will meet when school is closed for teacher workdays.

Canceled classes will be made up.

Preschool parents check your handbook for snow cancellations and delays